

## ***PEER REVIEW TRAVEL INFORMATION SHEET***

### ***WORLD TRAVEL SERVICE CONTACT INFORMATION***

- **WTS website:** <http://www.nihreviewer.com>
- **Toll number:** **1-800-638-8500**
- **Local number:** **301-816-8991**
- **Fax number:** **301-816-0715**
- **After Hours (7pm EST)** **877-853-3648 (Use code WAS1S2115)**
- **Email requests:** [wtts@mail.nih.gov](mailto:wtts@mail.nih.gov)
- **Email to cancel a flight:** [cancel@worldtravelservice.com](mailto:cancel@worldtravelservice.com)

Peer review travel reservations are through World Travel Service (WTS) and are paid directly by the government with no out-of-pocket expense to you. Please note that if you are federally-employed, the IC peer review office will issue a travel authorization order to be processed through the mandated government employee reservation contractor, Omega Travel Service (not WTS).

### **Plane or Train Reservations and Ticketing**

- Requests for reservations are to be made two to four weeks prior to departure. **It is more cost effective to make requests for reservations by using the web-based online reservation or through the fax fast form.** However, reservations will be accepted by phone or email.
- If your travel dates are firm and there will be no changes, reservations may be made three months prior to departure.
- Non-Refundable tickets are being issued for NIH Peer Review Meetings.
- WTS intent is to offer the most cost and time efficient routing and scheduling options based on reviewer's preferred itinerary.
- WTS may also make arrangements for personal travel or unrelated business in connection with peer review travel; however, a reviewer is reimbursed only for the official two legged trip up to but not to exceed the cost of the round trip to and from the reviewer's home base.
- Checked baggage fees imposed by the airlines are included in your flat rate reimbursement for participation in the meeting.

### **Ticket Delivery**

- Electronic tickets will be the default. Do not have your tickets mailed or sent via FedEx. The government is charged extra fees for these services.
- A confirmation number will be sent via phone, email or fax.

- If necessary, you may request tickets to be sent first class mail.
- If the trip is scheduled to occur within 10 days, the ticket will be sent via Federal Express and billed to the applicable NIH/IC. An extra cost will be incurred by the IC for this service.
- WTS will issue a replacement ticket only if approved by an authorized NIH/IC official.
- **Request to Change Tickets:**

**WTS has immediate government approval to process your change request if the following guidelines apply.**

- Try to avoid changing your travel plans; new itineraries frequently result in higher ticket costs plus the government is charged a WTS processing fee and a \$150.00 change fee automatically imposed by the airline. However, if you need to make a change after the ticket is issued **to and from your home base**, you **must request** the change through WTS to avoid any additional cost charged directly to you which may not be reimbursed.
- Unusual Circumstances: 1) If the peer review meeting is changed from a two-day meeting to a one-day meeting after the ticket has been issued. If there are additional costs related to these reasons, the reviewer will be reimbursed accordingly. 2) In the event of inclement weather or personal emergency, reviewers should call World Travel Service at 1-800-638-8500. 3) If the travel reservation systems are down across the country, reviewers may call the airline directly to make the necessary changes. Reimbursements will be made upon submission of receipts. 4) To email cancel flights go to **cancel@worldtravelservice.com**.
- One change per ticket will be allowed if the higher ticket cost plus the WTS processing fee and the \$150.00 change fee automatically imposed by the airline **is less** than \$650.00.
- Reviewers may seek “stand by” availability and if there is an additional fee, the reviewer **will be** reimbursed by NIH.

**WTS must seek NIH SREA Office approval for the following:**

- If the change fare, including airline change fees and WTS processing fee, to and from your home base is greater than \$650.00, or if the departing flight is less than two hours from the original scheduled departing time. If the request is not approved by NIH, the reviewer **will not** be reimbursed by NIH for the additional expenses.
- If the change request is to an alternate departure/return location and the altered itinerary exceeds the original roundtrip air fare. The change fee of \$150.00 automatically imposed by the airline or other secondary change fees **will not** be reimbursed to the reviewer by NIH.

## **Request for Authorization of Premium/Business Class Travel Due to a Medical Condition**

**Both non-federal reviewers and federal reviewers must seek prior authorization to request premium/business class travel due to a medical condition. The following guidelines are listed below.**

- a) Request should be made 4-6 weeks in advance of the travel date.
- b) Reviewer must complete the “Request for Premium Class Common Carrier Travel Accommodations for Employees with Medical Conditions”, Appendix 7. Detail guidelines and request form may be found at <http://cms.csrweb.nih.gov/NR/ronlyres/98D9493C-D0F8-42A9-8FD2-7949251171/24299/PREMIUMBUSINESSCLASSTRAVELREQUEST.pdf>
- c) Reviewers are to submit the request form to [CSRSREAProgramManagers@mail.nih.gov](mailto:CSRSREAProgramManagers@mail.nih.gov).
- d) Reviewers are to submit medical support documentation for the request directly to the NIH Office of Medical Service (OMS) [fleegerc@mail.nih.gov](mailto:fleegerc@mail.nih.gov). **Do not submit medical documents to the SRO or SREA office.**
- e) Upon approval by the NIH/OMS office, the NIH SREA office will notify the reviewer and WTS via email for processing and ticketing the travel arrangements for premium class travel.

### **Response Time from WTS**

- Response to reviewer’s inquiry will be within 1 business day;
- Arrangements by email, FAX, or on-line booking will be processed within 1 business day; and
- Technical problems with email connections or FAX will be reported within 4 business hours.

### **Travel Insurance**

- A minimum of \$200,000 in travel insurance with each issued ticket at no additional cost.